

### **Housing Stage 1**

Def: Client has reported stable housing of any sort: apartment, nursing home, house, or living with relatives.

Action: Follow up with patient at medical visits for any changes in status.

### **Housing Stage 2**

Def: Client has stable housing at 75% of the time: chart history may show frequent address changes and prior referrals completed for assistance.

Action: Follow up with patient at medical visits for change in status.  
If moved, update databases with new address  
Provide listing of local housing options (Section 8, shelters, Realtors)

### **Housing Stage 3**

Def: Client is living with relatives; stress/conflict with arrangement.  
Client has been given relocation/eviction time limit.

Action: Follow up with patient by monthly for updates in status.  
Complete housing referral and collaborate with Fan Free Clinic as needed  
Provide listing of local housing options (Section 8, shelters, Realtors)  
Update databases with new address information (upon moving)

### **Housing Stage 4**

Def: Client has relocated to this area with no funds and staying at local shelter.  
Client has been evicted and/or living on the streets.

Action: Follow up with patient almost daily for changes in status.  
Complete housing referral and collaborate with Fan Free Clinic as needed  
Provide listing of local housing options (Section 8, shelters, Realtors)  
Client may need to get emergency funds from family for housing needs

### **Utilities Stage 1**

Def: Client has reported stable budgeting to pay for utilities.

Action: Follow up with patient at medical visits for any changes in status.

### **Utilities Stage 2**

Def: Client keeps stable budget 80% of the time.

Client has a financial setback which has caused utility to become PAST DUE.

Client may need ESF assistance to get back on budget.

Action: Follow up with patient weekly by phone for change in status.  
Provide listing of local utility assistance options  
ESF assistance may cover the bill ( no other assistance needed)  
Encourage client to contact vendors to set up payment plan

### **Utilities Stage 3**

Def: Client has a prolonged setback which has caused utility to be SHUT OFF.

Client needs assistance to get back on budget (other bills may be PAST DUE also).

Chart history shows previous use of ESF funds completed for assistance.

Action: Follow up with patient by phone twice weekly for updates in status.  
Complete ESF referral and gather info needed for processing  
ESF assistance needed to cover part of the bill (other resources available)  
Provide listing of local utility assistance options  
Vendors may be hesitant to set up payment plan

### **Utilities Stage 4**

Def: Client has a MAJOR setback which has caused multiple utilities to be SHUT OFF.

Client needs budget counseling since it is now unsafe to live in present situation

Client has no resources to bring any of the bills current.

Chart history shows yearly use of ESF funds completed for assistance.

Action: Follow up with patient by phone twice weekly for updates in status.  
Complete ESF referral and contact local agencies as needed  
ESF assistance will not be usable since other resources unavailable  
Provide listing of local utility assistance options  
Vendors may require a reconnection fee for service  
Contact Dept Social Services for Emergency Assistance options.

### **Food Stage 1**

Def: Client has reported stable nutrition for their needs

Action: Follow up with patient at medical visits for any changes in status.

### **Food Stage 2**

Def: Client has access to food at 75% of the time: chart history may show access to local food pantry referral letters.

Action: Follow up with patient weekly by phone for change in status.  
Counsel client regarding setting up monthly budget for food  
Provide listing of local food pantries

### **Food Stage 3**

Def: Client has access to food 50% of the time.  
Client is accessing local food pantries more than 2x weekly.  
Client has not applied for Food Stamps.

Action: Follow up with patient weekly for change in status.  
Set up monthly budget for food and shopping guidelines for client  
Provide listing of food pantries outside of current living area  
Assist client in applying for Food Stamps with Social Services.

### **Food Stage 4**

Def: Client has no income or ineligible for Food Stamps (due to criminal history)

Action: Follow up with patient 2x weekly for change in status.  
Provide listing of food pantries outside of current living area  
Confer with provider to verify need for CNP program on temp basis  
Due to medical status client may need Meals on Wheels

### **Transportation Stage 1**

Def: Client has stable transportation

Action: Follow up with patient at medical visits for any changes in status.

### **Transportation Stage 2**

Def: Client uses local bus system to get to appts.

Action: Follow up with patient at visits for change in status.  
Provide bus tickets as needed

### **Transportation Stage 3**

Def: Client lives outside local bus system travel routes  
Client may need wheelchair access (limited bus routes available)  
Client may need Advocate/Guardian assistance for travel

Action: Complete request for CVHCC transportation  
Confer with SERL regarding transport details  
Confer with PACOCV for Advocate escort to appts

### **Transportation Stage 4**

Def: Client lives outside local bus system travel routes  
Client may need wheelchair access (limited bus routes available)  
Client may need Advocate/Guardian assistance for travel  
Client has Medicaid transportation options

Action: Counsel client on how to use Medicaid transportation  
Confer with PACOCV for Advocate escort to appts  
Advise client that Reimbursement to relatives for their appts is available